



System Oversight
Committee

2022
Annual Report

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STATE OF MISSOURI
DEPARTMENT OF PUBLIC SAFETY
OFFICE OF THE DIRECTOR

To Members of the Missouri General Assembly:

On behalf of the AMBER Alert System Oversight Committee, I present the committee's 2022 annual report.

From December 1, 2021 through November 30, 2022, Missouri issued a total of eight AMBER Alerts for 10 children (two alerts were for more than one child. All 10 children were located safe in Missouri).

Within this summary you will find the following:

- An updated list of AMBER Alert System Oversight Committee members;
- Technical update information regarding advancements in the Missouri AMBER Alert System;
- Information about training conducted statewide related to the AMBER Alert System;
- Relevant statistics for the period of December 1, 2021 through November 30, 2022;
- Minutes from the July 18, 2022, State Emergency Communications Committee meeting; and
- Minutes from the AMBER Alert System Oversight Committee meeting on December 6, 2022.

The AMBER Alert System Oversight Committee understands the vital importance of training to help ensure the swift and accurate communication of alerts to protect endangered children. Seconds and minutes matter. In 2022, the Missouri State Highway Patrol developed and implemented a new and more comprehensive training program to expand educational and networking opportunities and reach key audiences with specific training tailored to their individual roles in Missouri's AMBER Alert System. More than 3,000 individuals received newly-created Missouri Alerts Training in the last year.

Sincerely,

Sandra K. Karsten

Sandra K. Karsten

Director, Department of Public Safety

Chair, AMBER Alert System Oversight Committee

Missouri AMBER Alert Mission Statement

The mission of the AMBER Alert Program is to develop and coordinate the efforts of law enforcement, the media, and transportation in order to increase public participation in safely recovering abducted children through targeted education, increased communication, and effective sharing of resources.

AMBER Alert History

The national AMBER Alert Plan was created in 1996 after nine-year-old Amber Hagerman was kidnapped and murdered while riding her bicycle in Arlington, Texas. Missouri's AMBER Alert plan was formed in 2003, following the Missouri General Assembly's passage of Senate Bill 30.

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Title 11—DEPARTMENT OF PUBLIC SAFETY
Division 30—Office of the Director
Chapter 10—Amber Alert
11 CSR 30-10.010 & 11 CSR 30-10.020

Amendment filed Aug. 20, 2020, effective March 30, 2021.

PURPOSE: This rule establishes guidelines for determining when an AMBER Alert should be activated and the procedure for activating the alert.

(1) In the event of a missing child, the reporting agency shall first determine the following criteria are met:

(A) The missing child qualifies as an “abducted child,” defined as a child age seventeen (17) or under whose whereabouts is unknown and who has been determined by local law enforcement to be—

1. The victim of kidnapping as defined by section 565.110, RSMo; or
2. The victim of a crime of child kidnapping as defined by section 565.115, RSMo, the statutory age limit notwithstanding;

(B) The child is in the custody of someone other than a parent, guardian, or other official custodial entity, or sufficient evidence exists to indicate harm may come to a child from a parent, guardian, or other official custodial entity; and

(C) Sufficient descriptive information exists to enhance the possibility of recovery, such as—

1. The time and location of the incident;
2. A physical description of the abducted child or his or her clothing, if known;
3. A physical description and identity, if known, of the abductor and whether or not the abductor is armed; and
4. A vehicle description and direction of travel.

(2) The reporting agency shall take a complete report and validate the information.

(3) The reporting agency shall—

(A) Complete and submit a Missouri AMBER Alert Abduction Form through the Missouri Uniform Law Enforcement System (MULES). A request can also be made by completing a Missouri AMBER Alert Abduction Form on the Missouri State Highway Patrol (MSHP) website. The form should then be emailed or faxed to the MSHP communications division; and

(B) Enter the incident into MULES and the National Crime Information Center (NCIC) database.

(4) Upon receipt of the AMBER Alert Abduction Form, MSHP Communications Division personnel shall contact the reporting agency to confirm the validity of the alert.

(5) After receiving confirmation, MSHP Communications Division shall then disseminate the alert.

AUTHORITY: Section 210.1014, RSMo Supp. 2020.

Section 210.1014 RSMo states, “There is hereby created the ‘AMBER Alert System Oversight Committee’ whose primary duty shall be to develop criteria and procedures for the AMBER Alert system and shall be housed within the Department of Public Safety.” In 2019, HB 397, known as “Hailey’s Law,” was signed into law. Hailey’s Law requires the AMBER Alert System Oversight Committee to meet at least annually and provide an annual report.

AMBER Alert System Oversight Committee

Members:

AMBER Alert System Oversight Committee

Chair, Director Sandra K. Karsten, Missouri Department of Public Safety
Captain John J. Hotz, Missouri State Highway Patrol

Ms. Sami Jo Freeman, Missouri Department of Health & Senior Services
Pike County Sheriff Stephen Korte, Missouri Sheriffs’ Association

Chief Robert N. Connell, Missouri Police Chiefs Association

News Director Bridget Lovelle, KY3 and KSPR, Television Broadcasters’
Representative

Program Director Todd Nixon, KBEQ-FM, Large Market Radio
Broadcasters’ Representative

Members To Be Appointed:

One representative of the Missouri Police Chiefs Association

One representative of the Missouri Sheriffs’ Association

One representative of Small Market Radio Broadcasters

AMBER Alert Criteria

The AMBER Alert activation criteria are as follows:

- Law enforcement officials have reasonable belief that an abduction has occurred, which meets the definition in Section 565.110 or 565.115 RSMo.
- Law enforcement officials believe there is a credible threat of serious bodily injury or death to the victim.
- Enough descriptive information exists about the victim and the abductor for law enforcement to issue an AMBER Alert.
- The victim of the abduction is a child 17 years of age or younger.
- The child's name and other critical data elements — including the child abduction (CA) flag — have been entered into the National Crime Information Center (NCIC) system.

Note: Parental disputes do not apply unless a possibility of harm to the child has been determined.

The screenshot shows a Twitter profile for "Missouri State Highway Patrol Alerts". The profile picture is a circular logo featuring the Missouri State Highway Patrol seal. The header background is blue with the text "MO ALERTS" in large white letters, accompanied by a small map icon. To the right is the Missouri State Highway Patrol seal. Below the header, the profile name is "Missouri State Highway Patrol Alerts" with a verified checkmark, and the handle "@MSHPAlerts". There are three circular icons below the name: one with three dots, one with a bell, and one with the word "Following". A black banner at the bottom contains the text: "The MSHP Alerts account is used for the dissemination of flyers concerning AMBER/Blue Alerts. Updates for active MO alerts will be posted as details are known." At the very bottom of the banner, it says "Joined February 2020".

Missouri State Highway Patrol Alerts Twitter page.

Technical Update

In 2022, the Missouri State Highway Patrol implemented the following enhancements to the Missouri AMBER Alert System:

- The ability for law enforcement License Plate Recognition (LPR) systems to interface with MoAlerts and receive AMBER Alert information, including license plate and vehicle description, the moment a full alert is issued.
- The inclusion of the region of the state to which the wireless notification was issued in the subscription email and full alert poster.
- The implementation of various technical updates required to become compliant with the Integrated Public Alert and Warning System (IPAWS) version 4.01. This ensured the Missouri AMBER Alert System continues to meet the requirements for the broadcast of both WEA and EAS alerts.

The Missouri State Highway Patrol continues working to:

- Further streamline the ability of law enforcement agencies to make electronic requests for the issuance of AMBER Alerts in MULES and the Regional Justice Information System (REJIS).
- Leverage the interface implemented this year for License Plate Recognition systems to also allow for the electronic sharing of active AMBER Alert information on various public media platforms such as electronic billboards.
- Expand the number of characters allowed in the transmission of a WEA text message in accordance with enhancements that FEMA has completed. This will be implemented once all Missouri cellular carriers confirm they can accept the expanded dataset.

Training

The Patrol's Criminal Justice Information Services Division trainers include training on the processes and functions of AMBER and BLUE alerts as well as Endangered Silver and Endangered Person Advisories within the certification and recertification classes for users of the Missouri Uniform Law Enforcement System (MULES). MULES classes for the period of December 1, 2021 through September 30, 2022 provided this training for 5,824 attendees.

MULES Full Certification Classes

One block of training provides an explanation of the issuance criteria for Missouri alerts and advisories and the process for their issuance, as well as the importance of entering missing person and other potential related information into MULES and NCIC.

Recertification Classes & Terminal Agency Coordinators' Meetings

This training reviews the issuance criteria and process for all alerts and advisories, technological advances, and covers any information related to new laws that pertain to the Missouri alert system.

During the period of December 1, 2021 through November 30, 2022 this training was provided to:

- A) Statewide MULES users — 606 attendees
- B) Terminal Agency Coordinators' Meeting — 515 attendees

Missouri AMBER Alert Training Plan

Training will help ensure the preparedness of all personnel who potentially have a role in AMBER Alert activations. The developed courses, training, networking, and educational opportunities are intended to:

- Help officers understand their roles and responsibilities as it pertains to endangered missing and abducted child incidents.
- Ensure law enforcement, broadcasters, and media are familiar with all aspects of the Missouri AMBER Alert plan, including activation criteria and procedures.
- Provide communication personnel with information and technical knowledge about NCIC entries and specific plan notification procedures and criteria.
- Increase public awareness and understanding of the AMBER Alert Program.
- Ensure public information officers are aware of the process involved in the AMBER Alert Plan.

Training

- Keep the AMBER Alert coordinator and designated administrators current on training and prepared to issue all alerts.
- Ensure law enforcement officers and support personnel are aware of the alerting systems available and how to request them.
- Achieve the greatest reach, relevance, and impact for those who need AMBER Alert information.

The Missouri State Highway Patrol provided the following newly-created Missouri Alert Training sessions:

<i>Course or Event</i>	<i>Date</i>	<i>Location</i>	<i>Attendance</i>
AMBER Alert Public Awareness Video	1/13/2022	Social Media (YouTube)	NA
MOAPCO Spring Conference	3/27/2022	Branson, MO	10
National AMBER Alert Symposium	3/29-3/30/22	Virtual	--
MSHP-PIO Quarterly Training	4/28/2022	MSHP-GHQ	16
Crime Prevention Conference	5/3/2022	Camden on the Lake	15
MO Alerts Training	5/26/2022	Troop A	46
MO Alerts Training	6/14/2022	Troop C	82
Internal MO Alerts Training	07/09/2022	MSHP	2,287
LETSAC Conference (Law Enforcement Traffic Safety Advisory Committee)	7/12/2022	Tan-Tara Resort	250
MO Alerts Training	7/19/2022	Troop D	55
MO Alerts Training	8/26/2022	Troop F	15
CJIS Conference	09/27/2022	Branson	291
IRST Kansas City (National Criminal Justice Training Center)	10/06/2022	Kansas City	46

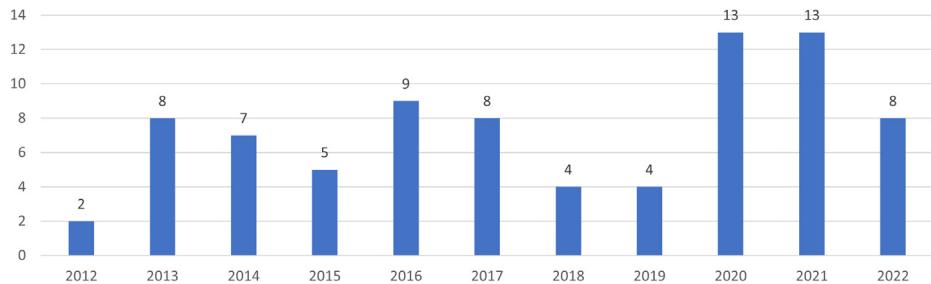
AMBER Alert Statistics

December 1, 2021 - November 30, 2022

35 AMBER Alerts were requested (several included more than 1 child reported missing — a total of 43 children were reported missing)

- 8 AMBER Alerts were approved/met AMBER Alert criteria
 - 8 were broadcast:
 - 10 children were located (2 alerts involved 2 missing children)
 - 10 children were located safe – all were located in Missouri
- 1 concluded when the child involved was found safe prior to verification that AMBER criteria was met:
 - 1 child total – child was located safe in Missouri
- 26 were denied/did not meet AMBER Alert criteria
 - 16 did not meet AMBER Alert criteria and were approved for issuance as an Endangered Person Advisory (EPA):
 - 5 EPAs were not broadcast as the children reported missing were located safe prior to broadcast:
 - 5 children total – all 5 children were located safe in Missouri
 - 11 EPAs were broadcast:
 - 12 children total – all 12 children were located safe
 - 7 of the children were located in Missouri
 - 5 of the children were located out-of-state (2 in Illinois, 1 in Utah, 2 in Texas)
 - 10 AMBER Alert requests did not meet Missouri AMBER Alert criteria and no other alert was issued:
 - 15 total children (1 Alert involved 5 children missing and 1 Alert involved 2 children missing)

Approved Missouri AMBER Alerts 2012 - Present*



*Statistics for 2022 cover December 1, 2021 – November 30, 2022.

July 2022 SECC Meeting

Attendees:

Deputy Director Kevin Bond, Missouri DPS
Homeland Security Director Kylie Dickneite, Missouri DPS
Director James W. Remillard, Missouri SEMA
Deputy Director Terry Cassil, Missouri SEMA
President Mark Gordon, Missouri Broadcasters Association
Contract Engineer Bob Moore, Missouri Broadcasters Association
Captain John J. Hotz, MSHP PIED
Captain Corey J. Schoeneberg, MSHP Troop F
Director of Radio J. Corey Chaney, MSHP CommD
Operations and Training Section Chief James M. Parks, MSHP CommD
Applications Development Manager Amanda E. Libbert, MSHP CJIS
Lieutenant Eric F. Brown, MSHP PIED
Communications Director Mike O'Connell, Missouri DPS

The State Emergency Communications Committee met July 18, 2022.

Missouri Broadcasters Association Contract Engineer Bob Moore serves as chair of the SECC, per Federal Communications Commission requirements.

Missouri State Highway Patrol Director of Radio J. Corey Chaney serves as vice chair of the SECC, per FCC requirements.

The committee began by reviewing outreach efforts to broaden participation in the SECC that had taken place since its July 12, 2021 meeting. MSHP Director of Radio Corey Chaney reported cellular telephone providers have shared with him that they do not see participation in the committee as part of their primary role, and felt that they could not add much to the committee. He reported that their view was that cellular customers decide whether or not they wish to receive Wireless Emergency Alerts and wireless companies only connect their customers to WEAs, not those from the Emergency Alert System.

MBA President Mark Gordon reported that while broadcasters are mandated to participate in the EAS, cable operators are not, and those that he had reached out to did not wish to participate in the SECC.

There was a discussion of the fact that the Missouri AMBER Alert System Oversight Committee includes a Small Market Radio representative whose term was from 2007 to 2009 and that she is no longer thought to be in broadcasting. DPS Communications Director Mike O'Connell said he would attempt to contact the person and request that she resign from the AMBER committee, so a new member could be appointed from within the broadcasting community. Mark

Continued on next page

Gordon offered to provide potential applicants. (Mike O'Connell subsequently reached the lapsed Small Market Radio representative who promptly sent in her resignation, which included that she had been honored to serve on the committee.)

Bob Moore reported to the committee on the latest developments related to progress toward receiving approval by the Federal Communications Commission of Missouri's EAS plan. He shared that the FCC requires that the chair and vice chair of state emergency communication committees have access to the FCC Commission Registration System (CORES). Because he and Corey Chaney are the only members of the committee with CORES access, they have registered as Chair (Moore) and Vice Chair (Chaney).

Mr. Moore also reported that the FCC is adopting a new, slimmed down version of state plans using an online template. It requires the key radio stations in each state's plan be identified along with the chair and vice chair of the state committee. He also said Missouri will be in compliance with the FCC's requirement that state committees meet annually as long as the committee continues to meet each July. The FCC has created a standardized online template for each state's required alerting plan. The printed plan used in the past will no longer satisfy the FCC requirement.

Mr. Moore said that as a back-up method for the distribution of alerts he is experimenting with using Sirius XM Radio, because of its satellite backhaul capability. He also stated that the No. 1 purpose of the state plan is to be able to provide a reliable means for a Missouri governor to get word out to the state's residents about any type of emergency. More planning needs to take place in order to meet this goal.

The discussion next moved to upgrades to the communications system. The primary system relies on a working internet connection between the sender of the alert (typically the Patrol), FEMA's IPAWS servers, and the local broadcasters. Currently, Troop F in Jefferson City is the primary originator of AMBER and BLUE Alerts sent using IPAWS. Troop B in Macon serves as the secondary originating point. A backup distribution system, using either an alternate internet path or the previously mentioned Sirius XM satellite radio, has been developed. Other methods have been investigated, but the costs are viewed as prohibitive. The method chosen requires a reasonable equipment purchase and modest recurring cost. MSHP and MBA are working through a memorandum of understanding to outline costs and ongoing support. The equipment will be installed at 28 to 30 LP1 broadcast stations across the state to serve as relay points for an alert. The backup system has the potential to be expanded to more local broadcasters if it is determined that additional capabilities are required.

The committee agreed to meet in July 2023, on a date to be determined.
Meeting adjourned.

December 2022 Agenda

Missouri AMBER Alert System Oversight Committee Meeting

Tuesday, December 6, 2022, 1500 hours

Attendees:

Director Sandra K. Karsten, DPS

Captain John J. Hotz, MSHP PIED

Deputy Communications Director Sami Jo Freeman, DHSS

Sheriff Stephen Korte, Pike County Sheriff's Office

Chief Robert N. Connell, St. John Police Department

News Director Bridget Lovelle, KY3 and KSPR, Television Broadcasters

Program Director Todd Nixon, KBEQ-FM, Large Market Radio Broadcasters

Captain Jason Crites, MSHP Troop F

Captain Gara Howard, MSHP CJIS

Division Director Corey Chaney, MSHP CommD

Chief Operator Lela LeValley, MSHP CommD

Assistant Director Jeffrey D. Reece, MSHP CJIS

Guests

Communications Director Mike O'Connell, DPS

Public Information Specialist III Cheryl Cobb, MSHP PIED

Welcome and Introductions — Director Karsten

Discussion/Approval of Draft AMBER Alert Annual Report — Captain Hotz

AMBER Alert statistics for 2022 — Captain Crites

Communications Update — Mr. Chaney

Technical Update — Mr. Reece

Training Update — Captain Crites

Closing and Adjournment — Director Karsten

December 2022 Minutes

Missouri AMBER Alert System Oversight Committee Meeting Tuesday, December 6, 2022, 1500 hours

Members:

Director Sandra K. Karsten, DPS
Captain John J. Hotz, MSHP PIED
Sheriff Stephen Korte, Pike County Sheriff's Office
Chief Robert N. Connell, St. John Police Department, Missouri Police Chiefs Association
Captain Jason Crites, MSHP Troop F
Division Director Corey Chaney, MSHP CommD
Assistant Director Jeffrey D. Reece, MSHP CJIS

Members via WebEx:

Deputy Communications Director Sami Jo Freeman, DHSS
News Director Bridget Lovelle, KY3 and KSPR, Television Broadcasters
Program Director Todd Nixon, KBEQ-FM, Large Market Radio Broadcasters

Guests:

Communications Director Mike O'Connell, DPS
Public Information Specialist III Cheryl Cobb, MSHP PIED
Chief James Parks, MSHP CommD
Corporal Ralicia Tyler, MSHP Troop I

Director Karsten welcomed meeting attendees and took roll.

A quorum was declared.

The committee discussed the previously emailed draft of the AMBER Alert System Oversight Committee's 2022 Annual Report.

- Captain Crites provided an update to the statistics on page 12 of the draft report.
- Ms. Lovelle noted a bullet on page 12 needed to be reassigned in order for it to appear correctly.
- Ms. Lovelle asked Director Karsten about the timeline for filling the open seats on the AMBER Alert Oversight Committee. Director Karsten said it is expected the nominations will be made after the legislative session begins in January 2023.

Continued on next page

The 2022 report will be finalized with the statistics update mentioned and addition of committee approved December 6 meeting minutes. The updated report will be sent to the committee for final approval.

AMBER Alert Statistics

Captain Crites reviewed the AMBER Alert statistics for 2022. Ms. Lovelle asked how many of the eight children were located as a direct result of the AMBER Alerts. Captain Crites responded that five of the eight children were located as a result of the AMBER Alert.

Communications Update

Director Chaney informed the committee of the memorandum of understanding between the Patrol and broadcasters being signed. He also indicated that communications personnel are in the process of updating equipment related to the interface and will roll out a backup alert delivery system soon.

Assistant Director Reece made the committee aware that AMBER Alerts now include information regarding which region is being targeted. This information is included in the email and Twitter messages to help people understand why they may not get a particular alert. This was done to increase transparency. Captain Hotz indicated this change has greatly reduced the number of complaint calls from subscribers.

Technical Update

FEMA completed a recent update to IPAWS and the Patrol then successfully updated and tested the AMBER Alert system.

Assistant Director Reece said the MoALERTS team received the 2022 Governor's Award for Quality and Productivity in the Innovation category for its work on the AMBER Alert System. In addition to that honor, Agent Bill Smith with the Kansas Bureau of Investigation met with Criminal Justice Information Services Division employees because he wants to mirror Missouri's system in Kansas. Agent Smith is involved in AMBER Alert systems on a national level and said Missouri has the best system in the nation.

Regarding the technical aspect of the AMBER Alert System, the next steps include continuing to monitor how MULES/REJIS/MoALERTS communicate to ensure efficiency, accuracy, and timeliness.

Ms. Lovelle asked about integration of license plate readers (LPRs) and electronic billboards into the AMBER Alert System. Assistant Director Reece explained that in the future the same AMBER Alert messages transmitted to the public through broadcast media, online and cellphones will be available for use on electronic billboards and road signs utilizing the same machine-readable data now shared with LPRs. It is hoped this will take place in 2023.

Also, IPAWS offers two messaging formats – 90 characters and 360 characters. Missouri is using 90 characters because some carriers cannot handle 360 characters. We are waiting for wireless carriers to verify they can handle 360 characters before we upgrade. Assistant Director Reece indicated if Missouri changes to the 360-character format, anyone with a carrier that doesn't accept the higher number of characters will not get the message. Chief Parks indicated approximately 80 percent of Missouri users could handle the 360-character AMBER Alert format. He also said using the 90-character format and sending a URL link gets the information out more quickly. Captain Hotz suggested the committee waits until 90 percent of carriers can accommodate the 360-character message. The committee agreed.

Mr. Nixon requested information about increasing the number of radio stations involved in the AMBER Alert backup system. Director Chaney responded that he would reach out to Bob Moore, of the Missouri Broadcasters Association, about bringing Mr. Nixon into the technical working group.

Ms. Lovelle asked if AMBER Alerts are sent to Sirius Radio. Director Chaney responded that Sirius should receive the alerts via the IPAWS feed. He will verify that and report back to the committee.

Chief Connell reported that Flock LPR cameras are being purchased for use in St. John, Missouri. He indicated REJIS (a St. Louis-based criminal justice information sharing system) said for a \$250 fee St. John's Flock cameras can be linked to REJIS' system. He inquired as to whether or not this would result in access to information captured with the LPR program.

Assistant Director Reece's response: The LPR information should be available from all Flock cameras. Currently, Flock has the credentials required to connect to the LPR program. Flock is currently working with its client agencies to set this up.

Training Update

Captain Crites and Captain Hotz are scheduled to attend training provided by the National Criminal Justice Training Center. The training will cover responding to at-risk children who are missing.

Chief Connell asked about the possibility of AMBER Alert training being offered as part of training in Missouri law enforcement basic training academies, so new officers are familiar with the system. Captain Hotz indicated the training group continues to develop and improve AMBER Alert training. Originally, the training took four hours, then it was modified into a two-hour course. Currently, there is a one-hour training class available, and the training planning committee would facilitate this course at any of the academies.

Ms. Lovelle inquired whether MoDOT employees attend AMBER Alert training given their electronic boards are part of the notification system. Captain Hotz replied that several MoDOT personnel attended the training during the Law

Enforcement Traffic Safety Advisory Council conference. Including MoDOT employees in the training is something that can be explored.

Ms. Lovelle inquired about media training for 2023. Mr. Nixon and Ms. Lovelle both expressed interest in being part of that planning. Captain Hotz agreed they should meet to determine how best to involve media representatives in AMBER Alert System training.

Ms. Lovelle inquired about the process for requesting legislation or funding related to the AMBER Alert System. Director Karsten explained the legislative and executive administration funding request processes and timeline for such requests. In addition to those two avenues, the Patrol has received grants. Both DPS and the Patrol identify funding or legislation needs and make requests. The results of the requests are announced by the Governor in his State-of-the-State address each January.

Captain Hotz added that in the area of training, the Patrol can take care of identified needs as part of its responsibilities.

This concluded the committee's discussion.

Ms. Freeman motion to adjourn the meeting. Sheriff Korte seconded. Motion carried.

Meeting adjourned.

AMBER Alert Oversight Committee Email Meeting

On December 9, 2022, the AMBER Alert Oversight Committee met via email. A quorum was declared. Members of the committee reviewed the December 6, 2022, meeting minutes. Captain John Hotz made a motion the minutes be approved. Deputy Communications Director Sami Jo Freeman, DHSS, seconded the motion. Motion carried unanimously.

AMBER Alert Oversight Committee Email Meeting

On December 12, 2022, the AMBER Alert Oversight Committee met via email. A quorum was declared. Members of the committee reviewed the finalized draft of the AMBER Alert Oversight Committee 2022 Annual Report. Captain John Hotz made a motion the report be approved. Chief Robert Connell seconded the motion. Motion carried unanimously.



MISSOURI DEPARTMENT OF
HEALTH &
SENIOR SERVICES